

Delaware Award for Excellence and Commitment in State Service

Accomplishments of Recipients and Nominees

2014 Recipients



Kevin Boyd – Kevin Boyd is a Management Analyst III who works for DHSS at the Delaware Hospital for the Chronically Ill. While still doing his Management Analyst duties, Kevin was asked to serve as the interim Food Service Director for the Governor Bacon Health Center in September of 2013. There were three urgent problems he faced in the Dietary Department: There was no food, no schedule, and there were not enough employees. Kevin triaged the situation and immediately sprang into action. He called the vendors and went shopping to get food into the

facility for the residents. He set up an electronic ordering system to continue the flow of food coming into the facility. He revamped the schedule and created a new schedule that made sense. Once he generated the schedule, he realized that there were a number of positions that had not been filled and he set out to fill them. Meanwhile, he brought in temporary workers to alleviate the staffing shortages that had produced chaos in the department. Under his guidance, the kitchen became spacious and orderly. Kevin just stepped up to the plate and went far beyond his duties.



Richard D. Beaman and Tina M. Shockley – Rick Beaman, an arborist with DelDOT, determined that a tree in close proximity to a road was becoming unsafe and had to be removed. However, the tree had become a memorial to a seventeen year old girl, Samantha “Sam” Brown, who had been killed there several years before. Rick wanted to contact the family of the young woman so they would be aware of the tree’s removal and



could collect the items at the site. He contacted DelDOT’s Public Relations section and reached Tina Shockley. Tina researched the police report associated with the

name and date etched into the tree and was able to locate the family. She reached out to Sam's father, Thomas, and personally notified him that the tree was scheduled to be removed. On the day of the tree's removal, Rick was on site and Sam's father happened to drive by as the crew was working. Rick took the time to talk to Thomas, and as they talked, one of the contractors removing the tree offered to remove the section of the tree that had been marked with Sam's name and create a plaque that could be placed at the site or elsewhere. The plaque was presented to the family two days later. There are no "written rules" for removing a tree that's associated with a roadside memorial. Rick could have simply scheduled the tree's removal and disposed of the items. But Rick and Tina went the extra step and helped a grieving family.



Glenn Davis – Glenn Davis works for DNREC's Division of Water, Surface Water Section. He is the State subject matter expert in the field of Waste Water, and has developed staff members, established a Health and Safety Committee for the division, and in general, makes sure the Waste Water Treatment facilities continue operating within the parameters of their approved DNREC permit. During Hurricane Sandy, Glenn was asked by Secretary O'Mara to be the Department's point of contact for all the

municipal and industrial Waste Water Treatment Plant facilities throughout the state. Glenn kept in close contact with every facility in the State, both municipal and industrial; each one had its own unique set of variables that required careful pre-planning, communication, and monitoring. Because Glenn had established and maintained professional relationships with the staff at the facilities, the Lewes Waste Water Treatment Plant kept Glenn apprised of the fluctuation in water levels due to the storm surges and high wind, and worked together to determine that it was necessary to secure the plant and remove all staff to ensure they were not trapped in the facility. As a result, the staff weathered the rest of the storm at home and the plant was properly secured until it was safe for the staff to return to duty. After Hurricane Sandy moved out of the area, Glenn spoke to a representative from each of the facilities and walked them through the damage assessment process and the reporting "offline" gaps as a result of the storm. During Hurricane Sandy, Glenn's expertise was essential to the health and wellbeing of every Delawarean.



Tina Leager – Tina Leager is a Senior Accountant with the Department of Finance's State Lottery Office. Over the past year Tina has been heavily involved in the administration and development of financial reconciliation processes for the newly authorized Charitable Gaming Organizations, the reconciliation of the

newly launched internet gaming websites, and the migration of Sports Lottery accounting processes to an automated system. Tina has been instrumental in the development of the monthly filing procedures and she took the lead in providing personalized customer service to each and every licensed Charitable Gaming vendor and venue, in addition to her involvement with the overall process redesign that was required. Tina played a critical role in the review and development of financial reporting for the new internet gaming system and she worked to implement in-house reconciliation procedures and administered the first poker clearinghouse in the United States. Tina is also responsible for accounting for the Sports Lottery and was instrumental in creating, implementing, and, now, overseeing all aspects of the Sports Lottery's financial reconciliations, analysis and reporting while continuing to perform other critical assignments. Tina's invaluable expertise, participation in system testing, and input during the development process of all of these programs were key to smooth transitions.



John F. Snow – As an Equipment Operator for DelDOT, John Snow has a long history of assisting motorists in need of help, but recently two examples especially stood out. In January, John responded to a motorist and her father who were stranded with a flat tire on Route 1. Instead of just pulling behind the stranded vehicle and activating his safety lights so the motorist could wait for roadside assistance, John changed the tire himself. When the motorist then realized her battery was dead, John again could have made the motorist wait for roadside assistance, but instead he called another coworker for jumper cables and stayed with the vehicle to keep the occupants safe until the vehicle was running and back on the road. In March, John was traveling on Route 1 and spotted a stranded vehicle with a trailer attached. John learned from the elderly couple that a tire on

the trailer blew out. The couple had contacted their roadside assistance company but was refused help because while the car was covered by the insurance, the trailer was not. John immediately went into action to help the couple out. The driver stated that John “. . . never once expressed his displeasure or frustration at the job at hand. He is a credit and a fine representative for DelDOT.” John doesn't have to get out of his truck and help stranded motorists. He just has to maintain the safety of the scene, which he could provide from the comfort of his truck. But he chooses to go out of his way and help with a pleasant and gracious attitude.

2014 Nominees

Employee Name	Department Name	Nomination Summary
Christopher Wade	Department of Agriculture	<p>Christopher works for the Pesticide section of the Dept. of Agriculture and has made remarkable contributions in three primary areas:</p> <p>The Environmental Sweep Program which offers free pick up and disposal of unused or unwanted pesticides;</p> <p>The Pesticide Container Recycling Program which oversees the collection, transport, compaction, and shipment of empty pesticide containers;</p> <p>And the planning of the 2013 EPA Region III Inspector Workshop, which was hosted this year by Delaware's Pesticide Section.</p>
Maurice Williams, Jeffery Hall and Edward Fisher	Dept. of Correction	<p>In 2013, the Dept. of Correction's IT section was tasked with separating the security cameras and heating and air conditioning systems from the State's network. Jeff, Maurice and Ed conducted 132 network switches in DOC installations all over Delaware, and network outages were kept to a minimum and the project was finished in record time.</p> <p>They also completed a major departmental computer system upgrade. Together they installed 1,200 new workstations at various DOC locations throughout the State. They were given 14 months to complete the project, Jeff, Maurice and Ed had it done in less than 8.</p>
Justin Phelps	Dept. of Correction	<p>This year, Probation Officer Justin Phelps discovered through an investigation that one of the probationers assigned to his caseload was in possession of firearms, ammunition and various police issued items. The offender had a history of criminal impersonation of a police officer and offensive touching. He initiated an administrative search which resulted in the seizure of 650 rounds of ammunition, a radio, access cards belonging to Lincoln University, and a variety of tactical equipment. Officer Phelps' thorough investigation ultimately led to the arrest of the offender. At the time of this investigation Officer Phelps had just graduated from the Probation and Parole Basic Officer Training Course (BOTC).</p>

Jose E. Hernandez	Administrative Office of the Courts	<p>Jose is a 12-year veteran of the Superior Court security team, all of whom are sworn Peace Officers, and all of whom take their jobs very seriously. A juror who had served on a trial referred to Jose as, “a remarkable bailiff.”</p> <p>On February 11, 2013, Jose was one of the first security officers on the scene to render aid to the two female victims of the fatal shooting. His focus was on the women – to help them, to try to keep them alive. Tragically, their wounds were far beyond help, but afterwards people remarked upon how especially calm and steady Jose was.</p>
Carol Barnett	Dept. of Health & Social Services	<p>Carol took on the task of overhauling the Guide to Services for Older Delawareans and Persons with Disabilities. This guide has not been updated for years. Carol implemented a new design and an interface with information in the Aging and Disability Resource Center (ADRC) online database. For many years, the guide has been the centerpiece for the Division's outreach efforts. The improvements that Carol implemented have made it an even more valuable tool for people in Delaware to find information about aging and disability services. The newly overhauled guide was published in spring 2012.</p>
Janine Alkanowski, Cathi Barczak, Cynthia Ford and Denise Hudson	Dept. of Health & Social Services	<p>Janine, Cathi, Cindy and Denise are all Senior Social Worker/Case Manager Supervisors with the. In 2012-2013, two Milford supervisors left the agency. The two supervisors stepped up, covering downstate duties in addition to their own during the onset of the new managed care initiative. Both guided their staff through the transition and took the lead in writing policy revisions for the Division. Encouraging the involvement of their staff, the policy was completed accurately and in a timely manner.</p>
Elizabeth Orndorff	Dept. of Health & Social Services	<p>Elizabeth is a supervisor for the customer service unit in Division of Child Support Enforcement. She handled the responsibility of leading the Customer Service Unit in the wake of a brand new system. When the system went live, she kept everyone informed and whenever an issue arose, she took the “bull by the horns” to ensure a resolution. Elizabeth’s positivity during this process made a significant difference to her customers</p>

		and co-workers.
Barbara McCleary	Office of Management and Budget	Barbara led the effort to develop a request for proposal (RFP) for a statewide learning management system, which has now become a practical, user-friendly template for others to use. Barbara collected data on technical requirements from multiple sources. Working closely with OMB's in-house IT team, DTI, and GSS, she responded to feedback from these and other sources to ensure that the RFP would meet everyone's needs, including the needs of potential vendors. Because of Barbara's patient follow-up and leadership, the solicitation was released, and now the State has an RFP that others may use, saving them the need to research as Barbara did.
Carl Wilson	Public Defender's Office	<p>Carl is the Trainer for the IT department of the Public Defender's Office. Every employee of the PDO has benefitted from Carl's patient and encouraging teaching. Carl has taken each employee through the use of our personal computers, our phone system, the PD database, JIC and DELJIS and on and on.</p> <p>In addition, Carl resolves issues and provides ongoing training to make sure we use our technology to its fullest extent. Whether it's bringing a frozen PC back to life, creating or recreating video scenes for courtroom presentations, helping lawyers put together PowerPoint presentations or creating new passwords, Carl makes our office run smoothly.</p>
Deborah M. Flad	Department of Services for Children Youth and their Families	Deborah has shown initiative and leadership in her technical support of the Family and Child Tracking System (FACTS) II project. Her accomplishments include setting up the technical environment to support four courses and the report's database and software environment; developing instruction manuals; and building a process to perform a comparison between the fields within the FACTS II database and the identified fields to identify gaps and errors.
Jeffery Boyer	Department of State	In April 2013, the web server housing the Division of Libraries web sites crashed. GIC leaders were out of the office at off-site meetings at the time. Jeffery gathered a team and led an effort to recover as

		much material from the lost web sites as possible. He found space on alternate servers and led an effort to rebuild the lost sites in a short period of time, finding temporary homes for state library sites as well as local library sites. The web sites of the State Library were back up and running with little or no loss of function thanks to Jeffery.
Jason Clarke	Dept. of Technology & Information	In the last year, Jason had been tasked to provide guidance and governance on major projects within the State in alignment with the goals of IT Consolidation. He successfully managed the Governors Scheduling project and was instrumental in leading the effort to upgrade the Identity Access Management 10G solution to 11G, providing a new user interface allowing for more self-service for over 18,000 state employees to access pay advices on-online, E-Profile, and Online W-2's.

2014 Recipients of the Delaware Award for Heroism

Employee Name	Department Name	Nomination Summary
Sergeant Michael Manley, Corporal Steven Rinehart, Corporal Arlene Redmond, Senior Corporal Scott Simpson, Master Corporal Lori Templin, Senior Security Officer Darryl Smith, Senior Security Officer Maureen McGill-Jones, Senior Security Officer Yvette Miller, Dispatcher Isaac Vaughn,	Safety and Homeland Security	On the morning of February 11 th , these Capitol Police officers were handling entrance screening and security of all those entering the building. At approximately 8:15 a.m. bullets rang out in the lobby, through the actions of a lone gunman. Capitol Police reacted immediately, helping people get out of the direct line of fire, including hiding some underneath them, pursuing the shooter and, ultimately ending the shooting rampage. Sadly, this tragic event resulted in the deaths of two members of the public entering the courthouse and the wounding of two officers. It was the heroic actions of the Capitol Police and their unwavering professionalism in acting to protect others in jeopardy regardless of their personal safety, which saved countless lives that day.

Lieutenant R. Marshall Martine, and the late Senior Security Officer Stephen Green.		
David Brezenski	Administrative Office of the Courts	On this same morning, Dave Brezenski was working at the New Castle County Courthouse Information Desk. When the shooting began, he was in the direct line of fire. Nevertheless, he dialed the Wilmington Police Department and gave an on-going account of the incident and the shooting as it occurred. Throughout the incident, he managed to stay on the line with the 911 call taker describing the events, exposing himself to the shooting and bullets, so that responding police officers would have critical information needed upon their arrival to the courthouse. Dave's quick thinking and actions helped the first responders coordinate their response to the tragedy that unfolded at the Courthouse on February 11th and earned him admiration and respect.
Penny M. Wood	Public Defender's Office	One morning in 2013, on her return from one of her trips to the Courthouse, Penny attempted to enter the interior office area when a prospective client went into a full blown seizure. Penny remained calm and told a co-worker to call 911. Penny proceeded to talk calmly to the person and hold his head for several minutes while the seizure continued. Other PDO personnel assisted in clearing out the waiting room and waited for the paramedics to arrive. Penny kept the client calm and safe until the medical personnel arrived. The client returned to the office the next week and personally thanked her for her kindness. Penny's actions reveal her to be a true hero. She is an example for all state employees
Marianna Freilich, Christine Vennard, Mark Manno and Doug Crouse	OMB, Agriculture and the University of Delaware	In December 2013, Marianna noticed a man wandering the halls while her students were leaving a class she just completed. She asked if she could help him, and he said he wanted to kill himself. She and Chris, who had taken Marianna's class, had him come into the training room to sit down. Chris called 911 while Marianna went to the Paradee Cooperative Extension office to let them know. Two of their staff members, Doug and Mark, went immediately to the room to help until the police showed up. At one point the man said he wanted to leave, but Doug and Mark made sure he waited. When the police arrived, they took him to Kent General Hospital so he could receive help.

Richard Whittington, Robin Brown, and Joseph Clymer	Dept. of Transportation	<p>In July 2013, Richard, Robin and Joseph were working on removing the pads from a Jersey Barrier Lift when, without warning, the mechanism's clamp shut, and a co-worker's right hand and wrist were trapped in the lift which left him dangling a few feet off of the ground.</p> <p>Richard, Robin and Joseph went to work to get the man free from the lift. They found a way to release the clamp that freed his hand and wrist. Richard, who is an Emergency Medical Technician with the Odessa Fire Company, provided first-aid care and secured the man's head and neck until the ambulance arrived. Due to the prompt actions of Richard, Robin and Joseph, thir co-worker fully recovered from this incident.</p>
Diane Towns	Dept. of Transportation	<p>In March 2013, Diane was dining at a local restaurant in Dover when a woman stood up and shouted, "Help! Somone please help me, please!! She can't breathe!!!" Without hesitation, Diane immediately jumped up to assist the choking woman, performing abdominal thrusts. This maneuver did not immediately work, but Diane did not give up. Diane was able to successfully clear the airway obstruction on the second attempt, and the woman was then able to breathe.</p> <p>The nearby customers applauded and thanked Diane for her actions and claimed that she had saved the woman's life. Some of the customers thought she was a nurse, but Diane proudly informed them that she learned First and CPR at DeIDOT.</p>
Leon Caulk and Joseph Rash	Dept. of Transportation	<p>Joseph and Leon were mowing grass on Route 1 near Middletown in July 2013 when a vehicle moving around three miles per hour caught Joseph's attention. The speed limit there is sixty-five miles per hour. Before he could physically react, the slow-moving vehicle veered off of the roadway and struck the guardrail.</p> <p>Leon witnessed the vehicle striking the guardrail and immediately exited his mower and went over to assist the driver. Leon checked the driver and determined that he was breathing but not responsive. He followed the training he received in CPR/AED and First Aid from DeIDOT and continued to monitor the driver until the State Police and ambulance crew arrived and</p>

		rendered assistance to the motorist who had apparently suffered a seizure.
James Fish	Dept. of Transportation	<p>James was driving southbound on the Ross Bridge when he noticed a young man walking towards the summit of the bridge. He quickly surveyed the area and did not see a vehicle broken down in the nearby vicinity. James exited his vehicle and approached the young man, asking if he was alright and if his car was broken down somewhere. James then offered the young man a ride to his destination, and the young man curtly declined any help.</p> <p>Fearing he might attempt to take his own life, James called the State Police to the scene and remained with the young man until they arrived. The police arrived and determined that the young man did indeed need additional services and safely escorted him from the scene.</p>
Gerald Blakeslee	Dept. of Transportation	<p>In August 2013, Jerry was travelling by car with his girlfriend and two younger sisters when he witnessed a car suddenly hit a motorcycle from behind, and the driver of the motorcycle was thrown away from the collision site. Jerry quickly got out of his vehicle and located the motionless body of the rider. Jerry called 911 and checked on the operator of the car to see if she was injured in the collision. Fortunately she was not seriously injured. He also calmed the owner of the property where the accident happened, as well as his girlfriend and sisters. When the Emergency Medical Technician arrived to confirm that the motorcyclist had passed away, Jerry conveyed that information to 911, remaining calm and in control the entire time.</p>
John Slensby	Dept. of Correction	<p>In July 2013, while a security team conducted cell inspections, an inmate began assaulting one of the officers with punches in the head and face. Officer Slensby, who had been assigned to the administrative and disciplinary housing unit, rushed to the scene and single-handedly subdued the offender, even though he himself was inadvertently sprayed twice in the face with Vexor by another officer. Officer Slensby's quick thinking and his courage to take immediate action without regard for his own safety lead to the end of the violent encounter and ultimately saved his fellow officer from sustaining serious injuries.</p>
Gail Weinberg	Dept. of Health & Social Services	<p>During the first quarter of 2013, Gail noticed a suspicious male about 6'7 tall wandering out of a fellow co-worker's office (fellow nominee, Carol Barnett!). She observed that he had rummaged</p>

		through Ms. Barnett's purse. Without hesitation, Gail Weinberg leaped into action. First, she stopped the man as he was fleeing the building. Next, she confronted him. Then she asked him to empty his pockets. His pockets revealed that he did steal Ms. Barnett's check book. Gail retrieved the property of her co-worker and proceeded to call the Delaware State Police.
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